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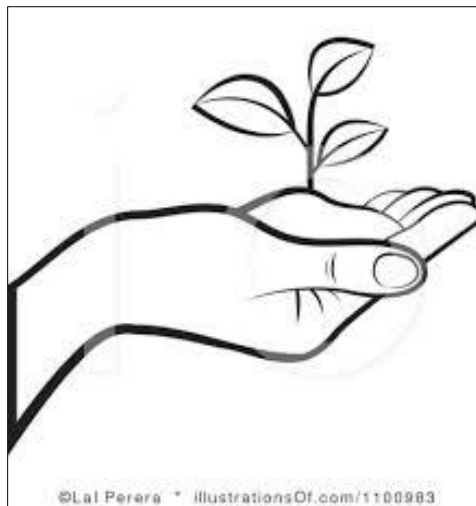
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**A conference presentation by the
Arizona State Library, Archives and Public Records,
a division of the Arizona Secretary of State,
celebrating best program practices**

INSTITUTE of **Museum** and **Library** SERVICES

MICHELE REAGAN
*Secretary of State
State of Arizona*

Preserving Arizona
PROVIDING ACCESS
**Arizona State Library,
Archives and Public Records**

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Project Name: Building Community through Digital Access
Library Name: Flagstaff City – Coconino County Public Library
Library Address: 300 West Aspen Ave. Flagstaff, Arizona 86001

Project Director: William Ascarza	e-mail: wascarza@flagstaffaz.gov

Project Description: The Flagstaff City – Coconino County Public Library has recently added several new collections to the Arizona Memory Project including: Flagstaff, Arizona Historical Property Surveys, Northern Arizona Water History Documents, and the Sedona-Oak Creek Interagency Study, 1976-1984. These collections are comprised of multiple documents that reflect the land use history in the Sedona-Oak Creek area, historical structures and neighborhoods around Flagstaff and local water works planning and conservation efforts in Coconino County. They are now available to the public online and are physically housed in the Flagstaff City – Coconino County Public Library downtown archive. Digital access to these historical collections is an asset to researchers and the community who previously were granted limited access in accordance to the Library Archive Policy. This project has encompassed over a year of meticulous planning and implementation with the help of dedicated library staff and volunteers. It now serves as an "in house" centerpiece for the library's future digital collection endeavors.

Key Steps:
The setup included an Epson Perfection V850 Pro Photo Scanner, Photoshop, ABBYY Fine Reader and Adobe Software to ensure clear imaging of the material. Library volunteers and staff were instrumental in the daily scanning, image modification, metadata entry and creation of archival tiffs to pdfs and final upload to CONTENTdm. Additional modification of files were necessary for upload to Flipbook which ultimately will end up in an aesthetically appealing and accessible format for review on the Flagstaff City – Coconino County Public Library website.

Partners:	Northern Arizona University (Cline Library consultation) and the City of Flagstaff	Staffing: N/A	
LSTA Grant Amount:	$6,000	Local Match (if any)	$
Who was the audience?	Online Community both local and around the world.	How many people participated?	

Lessons Learned

- What did your evaluations tell you? N/A
- Did the project work the way you expected?
  Yes, the documents are now available online and downloadable. However, an important finding that needs to be addressed concerns the time consuming process involved in opening files in the Arizona Memory Project powered by CONTENTdm. Digitally enhanced PDF files were easily uploaded to CONTENTdm. However, once displayed on CONTENTdm, there appears to be difficulty in opening large files quickly and in most cases a successful download or file opening may involve more than several minutes.
- What changes would you make?
  None, the project was successful with all items digitized, processed and uploaded on line meeting the time requirement.
- What advice would you give to others
  Methodical planning both in equipment, staff and volunteer time is essential to ensure the success of any given project. It is imperative to have organized collections with finding aids completed prior to undertaking a digitization project. Also many external factors must be accounted for including collection integrity, provenance, and rights management. Time allocation among staff and volunteers in both training and subsequent duties also must be managed effectively to ensure an overall positive result.

Project Name: Expanding Your Horizons
Library Name: Patagonia Library
Library Address: 346 Duquesne, Patagonia, AZ 85624

Project Director: Abbie Zeltzer	e-mail: azeltzer@patagoniapubliclibrary.org

Project Description: The purpose of Expand Your Horizons was to make available to library users a varied and up-to-date selection of current topics and titles in large print to satisfy the demands of readers with limited vision and an aging population. As part of the project, library staff and community caregivers received training from the Arizona Talking Book Library about their available services for people who are unable to use traditional print materials.

Key Steps:
- Contacted the Talking Book Library and scheduled and held trainings about available resources for community caregivers, library staff and library volunteers.
- Explored Large Print purchasing options.
- Informed community about new and expanded library services.

Partners:	Arizona Talking Book Library Senior Citizens of Patagonia Mariposa Community Health Center	Staffing:	Abbie Zeltzer; collection development and purchasing LP books. Laura Wenzel; program publicity
LSTA Grant Amount:	$6326	**Local Match (if any)**	$1822
Who was the audience?	Readers with limited vision and an aging population. People unable to use traditional print materials	**How many people participated? 175 books purchased Books circulated 687 times**	Training workshops: 8 attendees 175 books purchased Books circulated 687 times

Lessons Learned

- What did your evaluations tell you? There was satisfaction of large print readers with collection choices. Interest in Talking Book Library services was minimal.
- Did the project work the way you expected? Collection development was successful, demonstrated by circulation statistics. Registration for Talking Book library were limited. Talking book Library services, while not in high demand during the grant program will continue to be advertised and made available.
- What changes would you make? Limit purchases from Thorndike to books only available from them. Be more aggressive in disseminating information about Talking Book Library services.
- What advice would you give to others: As in any aspect of collection development, be aware of your audience and make selections based on what people will read.

Project Name: Spanish Books and ESL CDs and DVDs for Sunrise Mountain Library
Library Name: Peoria Public Library, Sunrise Mountain Branch
Library Address: 21109 N. 98th Ave. Peoria, AZ 85382

Project Director: Cathy Coffman	e-mail: cathy.coffman@peoriaaz.gov

Project Description: Buy Spanish and ESL materials for the library.
Key Steps:
- I went through current Spanish and ESL collection and their circulation counts.
- Then then we ordered new materials for both collections
- And finally, we received new materials and put some on display in a different part of the library with a sign telling people where our Spanish and ESL collections were.

Partners:	N/A	Staffing:	Cathy Coffman, Librarian Pattie Fransen, Branch Manager Technical Services Staff
LSTA Grant Amount:	$5,500	**Local Match (if any)**	$100.00
Who was the audience?	All patrons	**How many people participated?**	N/A

Lessons Learned

- What did your evaluations tell you? N/A
- Did the project work the way you expected? – Yes.
- What changes would you make? - None
- What advice would you give to others – If you want to increase the materials in a certain area of the library LSTA grants are a great way to do so.

Project Name: Buckeye Public Library - Maximizing the Now and Planning For Rapid Future Growth
Library Name: Buckeye Public Library System
Library Address: 21699 W Yuma Rd Ste 116 Buckeye, AZ 85326

Project Director: Jana White	e-mail: jwhite@buckeyeaz.gov

Project Description: The goal of this project was to identify the current underserved areas and inactive library card holders in the City of Buckeye. In addition, the library sought to determine future growth areas and start the planning process for additional facilities and services as the need presents itself. The target audience was the community at large and the library used a multifaceted approach to reach different audiences.

Key Steps:
- Created an Assessment plan with Toni Garvey from Providence Associates
- Did a full collections overview with Toni Garvey and built a custom survey that we administered to over 1400 local residents
- Evaluated the results to guide future material purchases, products, and new library locations.

Partners:		Staffing:	Jana White
LSTA Grant Amount:	$ 25,000	**Local Match (if any)**	$ 12,000
Who was the audience?	General Public (in Buckeye)	**How many people participated?**	Over 1400 hundred

Lessons Learned

- **What did your evaluations tell you?**
  -To maintain our current level of service to the community, we will need to add 14,000 square feet by 2020.
  -As part of a focus group, we discovered that Festival Ranch was the best location to build a new library.
  -42% access a digital resource at least 3 times a year and close to 90% have smartphones
- **Did the project work the way you expected?**
  It did!
- **What changes would you make?**
  We feel that our project was an amazing success and wouldn't change a thing! We attribute this success to selecting a consultant with high-level library experience which allowed us to get an assessment that was tailor-made for future library growth.
- **What advice would you give to others?**
  The success of a Community Assessment lies in how engaged you can get the community in the process. We found that creating multiple forms of advertising – as well as working with the schools – helped drive our success in the survey portion of the Assessment. But the largest lesson we learned from this project is the power of the public. As a library you cannot assume community need, but rather must ask the public what their library needs are to attain more powerful information derived directly from the community. This type of assessment engenders confidence in the future direction of the library. In addition, it betters positions the library system to promote the libraries future needs at the city council level.

Project Name: StoryWalk Casa Grande
Library Name: Casa Grande Public Library—Main Library
Library Address: 449 N. Dry Lake St. Casa Grande, AZ 85122

Project Director: Julie Lash Martinez	e-mail: jlash@casagrandeaz.gov

Project Description: A picture book is put, page by page, onto permanent park signs and is installed along a walking path in the park. Each sign will have the added bonus of a movement activity. Families will be crawling, hopping, tiptoeing and running from sign to sign as they read the story.

Key Steps:
- I researched other libraries to see how they implemented similar StoryWalks or BookWalks into their communities. I had several meetings with the Casa Grande Parks Department to coordinate who would be responsible for the different tasks, such as researching appropriate park signage, and then assigning parks crews to install the signage.
- I researched picture books, basically through Storytime, for ACTION. When I found a picture book with a lot of action going on, and decided it would be an appropriate book for the StoryWalk, then I'd contact the author for permission to use the book for the StoryWalk.
- Once permission was given, I would scan each book and enlarge it to the template size for the park signs. Each page also has an additional text box added at the bottom with instructions for the participants to do some sort of physical action, such as running, jumping, etc. to get to the next page in the story. All 18 pages are printed on our poster printer and are then cut out with are oversized paper cutter and then placed, page by page into each sign in the park. Each sign has to be unscrewed with a special tool to be opened.

Partners:	Community Services Director Parks Supervisor	**Staffing:**	Myself, Youth Librarian PT Library Page, Keeps maps/surveys box filled Library Assistant, Does all the printing over at the branch library
LSTA Grant Amount:	$9738.00	**Local Match (if any)**	$2240.00
Who was the audience?	Families with children 0-5	**How many people participated?**	Between May 8, 2017 and July 22, 2017 approximately 143 families

Lessons Learned

- What did your evaluations tell you?
  I didn't hand out evaluations, I counted the number of maps that were distributed. The goal was for approximately 5 families a week to use StoryWalk Casa Grande each week and the actual number of people currently using the StoryWalk is far greater.
- Did the project work the way you expected?
  Yes, but it was a lot more work and time that I had originally expected it to be.
- What changes would you make?
  Avoid the hottest months of the year for installing a new StoryWalk is a MUST for Arizona. Also, when a parks sign says it's weatherproof, do not trust that this means it is water proof for a paper sign, because more than likely, it is not, and you will be re-doing some of your signs after it rains.
- What advice would you give to others
  Give yourself plenty of time:
  Time for getting permission from the author, some are quick, some are quite a process.
  Time for scanning (this surprisingly took a lot of time too), Time for printing, Time for installing signs and then changing out the stories

Project Name: Get To Know Your Library
Library Name: Flagstaff City-Coconino County Public Library
Library Address: 300 W. Aspen Ave. Flagstaff, AZ 86001

Project Director: Suzanne Martin/Jan Robison	e-mail: smartin@flagstaffaz.gov

Project Description: Flagstaff City-Coconino County Public Libraries and North Country HealthCare partnered to create a discovery of libraries and promote literacy among disenfranchised neighborhoods within close proximity to both facilities as well as low-income families from the outlying reservations.

Key Steps:
- Met with staff from NCHC to access needs and logistics of putting a "mini library" in their pediatric waiting room (space available, number of children seen, willingness to maintain equipment and share resources).
- Looked at the major components (Early Literacy Stations and furniture). Researched different options, maintenance required and did price comparisons.
- Held a "Kick Off Day" to showcase the new area, introduce it to the public as well as NCHC clients. Set up a monthly check in schedule to get statistics from the Early Literacy Stations, replaced/repaired books and refilled the literature display with current library programming information. We also partnered with them throughout the year assisting in their Toddler Play Group and having their early education specialist participate in library programs at both Flagstaff Libraries.

Partners:	North Country HealthCare Friends of the Flagstaff Public Library	Staffing:	Suzanne Martin- Toddler Play Group Jan Robison-Monthly check in
LSTA Grant Amount:	$7030.00	**Local Match (if any)**	$
Who was the audience?	Families with children ages 0-5 were our primary target, but we were also able to share information on library resources and programs for children ages 5 and up.	**How many people participated?**	North Country sees over 150 children between the ages of 0-5 a month. We had over an average of 1,000 Early Literacy Stations sessions each month and we were able to put over $1,000 worth of books in the waiting room with money from the Friends of the Library.

Lessons Learned:
- We are completely happy with this new partnership, and feel fortunate that the Arizona State Library helped us to make it happen. We have reached a new population of non-library users by bringing our "mini library" to this demographic. We will continue our monthly check ins, partnership in programming and sharing of resources.
- What did your evaluations tell you?   N/A
- Did the project work the way you expected? Yes. We were able to provide early literacy experiences for the clients at North County through the Early Literacy Stations, books and a listening center, as well as distribute information on library programs. We were able to join in their existing preschool programming and share and model early literacy tips and techniques.
- What changes would you make? None. We have a unique opportunity to work with an agency that promotes a whole health approach to children's care. They were already making literacy awareness a part of their wellness checks and whole heartily support and appreciate what we have been able to do. On our Kick Off day, one of the pediatric doctors came out between patient visits to say thank you. She thought all of our efforts and new materials would go away in a year after the grant was done. Once she learned it was there to stay, she gave me the biggest hug and said how much it meant to be able to put their words and teaching into action.

- What advice would you give to others? The only bump we had was realizing our primary contact person did not have final authority on some of the decisions we were making. I suggest making sure you know who the entire team is that will be representing any partnering agencies.

Project Name: Ageless Wonders
Library Name: Mesa Public Library, Main Library
Library Address: 64 E. First St., Mesa, AZ 85201

Project Director: Maren Hunt and Kim Belair	e-mail: Kimberly.belair@mesaaz.gov

Project Description: This project aimed to increase civic engagement among older adults by relying on them to share their stories with various audiences through interpretive performances by Mesa Arts Center teaching artists and consultants.

Key Steps:
- First, the Mesa Arts Center hired a teaching artist to lead classes with the intention of teaching seniors about documenting some of their experiences and memories as short vignettes to be performed live at a variety of library and city events. Classes were held weekly (with two date/time options per week) in September and October 2016.
- After receiving feedback that the group was not interested in advancing the vignette creation process under the direction of this particular teaching artist, the Mesa Arts Center and the Mesa Public Library decided to take the project in a different direction. The experiences already documented by the class participants were given to a new teaching artist and she worked with another consultant to create performance pieces based on their stories. In the meantime, Kim Belair and a third consultant began discussing and promoting the project at Mesa-area senior communities during outreach talks. This consultant then met one-on-one with interested parties to create video vignettes for an oral history version of the Ageless Wonders project.
- **Ageless Wonders: Performances of Memory** showcased at the Mesa Public Library in July and at the Mesa Arts Center in August. The performances began with a recording of a barbershop-style quartet rendition of *In My Life* by the Beatles sung by an area retirement community group, were followed with live dance, poetry, and music performances by the first two teaching artist/consultants, and ended with video vignettes created by the third consultant.

| Partners: | Mesa Arts Center | Staffing: | Maren Hunt
Kim Belair |
|---|---|---|---|
| **LSTA Grant Amount:** | $12,020 | **Local Match (if any)** | $702.61 |
| **Who was the audience?** | Community members | **How many people participated?** | 77 (61 audience members; 16 class participants) |

Lessons Learned

What did your evaluations tell you? Participants in the Ageless Wonders classes felt that the class wasn't what they expected it to be, and the instructor didn't listen to their input. The majority of class participants said they would participate in future programs like Ageless Wonders with a different instructor.

Evaluations of Ageless Wonders performances were positive, and participants believed that the stories and experiences shared during the performances were valuable, and they'd like to see more.

Did the project work the way you expected? The project's aim was to have class participants perform their own stories, but we needed to change direction midway because the teaching artist wasn't able to engage participants. Subsequently, new teaching artists used the class participants' material to create performance pieces based on their stories.

What changes would you make? Select a teaching artist who is more empathetic to the expectations and collaboration styles of older adults. In order to attract a wider range of participants, we would offer various roles (e.g., writer, actor, musician, dancer, etc.). Make the performances available via video as well as live performances, in order to share it with a wider audience.

What advice would you give to others? When working with older adults, make sure that every aspect of the program takes into consideration their unique needs: sound quality, venue accessibility, performance and class times, etc.

Project Name: Makerspace Peoria
Library Name: Peoria Public Library-Main Branch
Library Address: 8463 W. Monroe St. Peoria, AZ 85345

Project Director: Jennifer Crowell	e-mail: jcrowell@peoriaaz.gov

Project Description: Everything you wish your Grandma would have taught you but didn't. Knitting, crocheting, machine sewing, and embroidery.
Key Steps:

- First, ask your patrons what they wish for.
- Then I planned classes and costs for the whole year.
- Finally, I purchased as needed. I repeated popular classes, changed classes, and took many notes for the next year.

Partners: Knit & Purl and Sew Much More	Cheryl Kathy	Staffing: 2 librarians	Myself Mary, Tonya, DawnMarie
LSTA Grant Amount:	$5175	**Local Match**	$ 500
Who was the audience?	Women, men, teens. Some classes were specific to 8-12 or teen only.	**How many people participated?**	622

Lessons Learned

- Written evaluations didn't tell me anything I wasn't aware of.   I was available at all of the classes and open makerspace times so when there were suggestions and opinions I heard them first hand. They loved it, they want more.
- The project brought people in the community together and they are giving back to the community in ways I did not plan for nor anticipate. On their own they are looking for ways they can meet the needs of our community. Knitting hats for homeless patrons, knitting prosthetic breasts for mastectomy patients, and sewing aprons and chef's hats for our Kitchen Imagination Station at the library.
- The only change I would make is to go bigger. Patrons are begging for more and I have the space for more.   I didn't want to be greedy and not use or waste materials and money. I should have trusted my partners and went with our bigger vision.
- My advice is to be flexible! Let the projects flow into what your makers want. Use your staff's strengths. I was surprised and amazed at how many staff members volunteered to teach their skills. Trust your partners. It's okay if they don't do it your way. They will be successful.

Project Name: Career Online High School
Library Name: Pima County Public Library
Library Address: 101 N. Stone Ave. Tucson, AZ 85701

Project Director: Ken Zambos	e-mail: Ken.Zambos@pima.gov

Project Description: Career Online High School
Key Steps:

- Pre-Implementation Phase: Library's Career Online High School Team convenes with the primary objective of economic employment development-improve users' ability to use resources and apply information for employment support.
- Appointment of library staff personnel to coordinate Career Online High School operations and sustainability strategies for long-term funding progress.
- Post-Implementation Phase: Career Online High School Team facilitated programming policies, created landing page through the library website, stacked programming informational resources throughout the library's twenty-seven branches, and conducted staff trainings on the most prevalent frequently asked questions at the national-level as related to the programs' history for public inquiries.
- Execute Career Online High School programming; evaluated student eligibility via the self-assessments; administered the prerequisite test course to eligible student candidates; interviewed candidates who successfully completed prerequisite; screened interviewees for program suitability; distributed scholarship funds to student awardees; conducted student orientations for policy review and paperwork; released full coursework access to the verified scholarship awardees; coordinated student meet-up events for enhancing students' learning experience; consistently improve student retention through case management efforts as well as student advocacy; consistently promote programming via media.

Partners: 3	Smart Horizons/Gale Cengage Learning Arizona@Work ~~AmeriC~~	**Staffing: 13**	Staff Person: Michelle Simon Staff Person: Tony Ludovici
LSTA Grant Amount:	$ 53500	**Local Match (if any)**	$ 33500
Who was the audience?	Adult-learners (twenty-two years-old and older) seeking to complete curriculum for their high school diploma and career readiness training	**How many people participated?**	25

Lessons Learned

- What did your evaluations tell you? All students reported that they were strongly satisfied with being offered the opportunity to enroll into Career Online High School. Six-month enrollment surveys revealed that all students were extremely satisfied with the experience. Only one student indicated they were still learning to balance coursework requirements with their personal and work obligations--working on their time management skills. Three out of the project's eighteen students did not have any form of employment while they participated, while the remainder were employed at least half time. Nine students reported they were interested in continuing with post-secondary education upon graduation. All of the students reported that they were motivated to keep going with courses even while feeling overwhelmed or inundated with life stresses because it was important to their success. Students were sure that by completing the program they could retain their employment, be promoted at current employment, or pursue pathways to enter into a new career.
- Did the project work the way you expected? Yes; Career Online High School is entering its twelfth month in Pima County. The Pima County Public Library has two graduates; with one more who is on track to complete in September. Twelve students are a various stages of completion from five percent to seventy-five percent. Seven students enrolled in August -- the largest distribution for the Career Online High

School at the Pima County Public library since it launched. Between August and the program's one year anniversary date of implementation in September 2017, the program has seven more students in their thirty-day qualification window, which is the probationary period for COHS enrollment.

- What changes would you make? The Workforce and Economic Development Team of the Pima County Public Library will continue to maintain a high level of connection to COHS students to better enhance and support their needs, as well as to determine suitability of future candidates. The Team will also enhance supportive programming to prepare student candidates for entry into COHS beyond the probationary period, and as they progress through COHS. Lastly, the Team will work on continuing to support local awareness regarding COHS.
- What advice would you give to others? The Workforce and Economic Development Team would recommend early intervention efforts for the promotion of COHS programming awareness as soon as possible prior to the post-implementation phase.

Project Name: Self-Service Scanning, Faxing and Printing NOW @ Your Library!
Library Name: Sedona Public Library in the Village
Library Address: Suite 51A Bell Rock Plaza   Sedona, Arizona 86351

Project Director: Cheryl Yeatts	e-mail: voc@sedonalibrary.org

Project Description: The goal of this project was to provide technology to meet customers' needs to privately scan, fax, and print documents at Sedona Public Library in the Village. Community members benefit because the library NOW has 21st-century technology that makes scanning, printing, and faxing convenient, affordable and accessible for the community.

Key Steps:

- tracked number of requests to print, scan, fax to warrant purchasing this technology
- contacted other librarians about this technology and explored options to meet best needs of customers
- assembled a team to implement grant project: library manager, business manager, IT person, library staff and library volunteers

Partners:	We had no partners for this project, but we did use staff from Sedona Public Library to assist with the project.	Staffing:	Library Manager Business Manager IT Manager
LSTA Grant Amount:	$13,668	Local Match (if any)	$ 2040 (staff time)
Who was the audience?	All ages in a rural community	How many people participated?	Customers use this technology daily for a variety of reasons.

Lessons Learned

- Evaluations told us that most customers love this technology. Community members benefit because the library now has technology that makes scanning, faxing and printing affordable and accessible for our rural community. The technology also ensures document privacy because customers handle their own documents from start to finish unless they request assistance from staff.
- The project has exceeded our expectations. Survey results indicated that 90% of the users said they would very likely recommend the LDS to someone.
- As far as changes to the project, I realized that I need to provide more hands-on training for the library volunteers. They do not use the technology frequently enough to feel comfortable assisting customers.
- What advice would you give to others:
  1. Be flexible! Our IT Manager resigned in the middle of installing the equipment. We had to wait for a new person to be hired. I did not budget accurately. We added the purchase of a power charging table (with Jaime's approval, of course). Customers use it frequently.
  2. Do your homework. Talk to other librarians who currently use this technology.
  3. Ask for help from staff and library volunteers.
  4. Purchase the coin/bill acceptor. While it is worth it for the equipment to be self-service for customers, it is a bit tricky to empty coins and bills and to reset meters. Cash on hand seldom balances with reports generated by software. All good as long as you are not losing money.

Project Name: Finding Your Way at the Tempe Public Library
Library Name: Tempe Public Library
Library Address: 3500 S. Rural Rd. Tempe, AZ 85282

Project Director: Ann Leonard / Kathy Husser	e-mail: ann_leonard@tempe.gov

Project Description:
The goal of this project was to enhance library user experience by soliciting a professional wayfinding consultation to provide us with guidelines for library signage. The wayfinding assessment report will aid the library in creating an effective and efficient signage system in-house. Funds were used to acquire wayfinding designers. Community members will benefit because their library visits will be unencumbered by disorientation, as they easily navigate the library with independence.

Key Steps:

- Procured a wayfinding & signage consultant who could analyze building layout, architectural elements, and traffic flow in order to consult on the placement of signage and directories. Additionally, we sought a firm willing to collaborate with the City Facilities Sign Shop to ensure that proposals would be congruent with the materials, colors, and fabrication techniques the City currently offers. The firm Thinking Caps Design was chosen via an RFP bidding process.
- Building tours, documents, meetings, and feedback reports were exchanged during the consultation process with vendor culminating in a final consultation report.
- The Wayfinding Consultation report consists of proposed locations of directional, informational, and directory-style signage; a unified signage package that considers consistency, legibility, ease-of-use, line-of-sight, and accommodations for ADA Standards and language barriers. The report is being used as a tool in securing future grants or City Capital Improvement Plan funding opportunities.

Partners:	Thinking Caps Design	Staffing:	N/A
LSTA Grant Amount:	$ 15,000	Local Match (if any)	$
Who was the audience?	All library visitors, with an emphasis on ADA and Dementia Friendly standards	How many people participated?	N/A

Lessons Learned

The consultation report gave us guidelines and general numbers we can use to in order to forge ahead with an intentional and carefully planned signage system with our users in mind. We are currently using the results of their report to assist the City's Human Services Dept in applying for an AARP Community Challenge Grant which request funds for ADA compliant signage. This is a City goal in keeping with their role as a Dementia Friendly City. We were thrilled that the consultation report could be put to good use so quickly and that its findings can potentially help multiple City departments and communities. That being said, the consultation report lacked detail in some areas of design, sign verbiage, or price quotes for future signage purchases. The firm could not accommodate some requests without additional design fees, and cited their lack of creative control over the process, and our knowledge of a specific budget range as barriers.

We would advise others to do their own homework before embarking upon a wayfinding study or signage redesign. Regardless of whether you are seeking outside consultation from experts as we did, it's important to know the basic principles and industry jargon so you can effectively communicate your library's needs. Libraries should get started by documenting all their buildings key destinations and collections to get a sense of the broad scope of the project and their signage requirements. Libraries should consult reports such as the San Jose Public Library Signage Design Guidelines (2009) or the Directions to Library Wayfinding (American Libraries Magazine, 2012).

Project Name: America in Times of Conflict
Library Name: Chandler Public Library
Library Address: 22 S. Delaware St. Chandler, AZ 85225

Project Director: Mary Sagar	e-mail: mary.sagar@chandleraz.gov

Through this grant, the Chandler Public Library, using extensive collaboration, was able to present modern American history through multiple perspectives and in a variety of formats. All programs were interconnected by an underlying focus on war's human dimension. Operating under the consideration that one format does not fit all, the library took a multidisciplinary approach by offering a variety of formats, encompassing films, book discussions, panel discussions and first person accounts, as well as a shared performance experience incorporating music, poetry, and photography.

These programs were: On Two Fronts: Latinos & Vietnam; Remembering the Korean War; Film + Forum: The Day the Earth Stood Still; The Morenci Nine; From Gila River to Iwo Jima: The Untold Story of Ira Hayes; Japanese Internment: When some Americans Looked Like the Enemy; She Went to War; Film + Forum: Debt of Honor: Disabled Veterans in American History; *The Sympathizer* Book Discussion, Creating Peace from Conflict finale. The larger programs were professionally recorded, and are available for viewing on the library's website and YouTube.

Partners:	AZ Humanities, Chandler Senior Center, Chandler Museum, Chandler Cultural Affairs	Staffing:	Mary Sagar, Assistant Library Manager, Project Director Ted Liebler, Adult Librarian Jean Reynolds, Programming Coordinator Cynde Cerf, Chandler Cultural Affairs Department, Public Information Officer
LSTA Grant Amount:	$ 11, 050	**Local Match (if any)**	$
Who was the audience?	Adults, older adults, veterans, families of veterans	**How many people participated?**	430

Lessons Learned

- What did your evaluations tell you?
  The evaluations collected included many comments asking for further presentations and especially first - person accounts. These programs offered a forum for conversations, and our attendees appreciated the chance to learn and to share their own stories and feelings after the first-person accounts and panel presentations.
- Did the project work the way you expected?
  Yes, it was well planned-out in advance with several contingency plans in place. The experience of presenting several stand-alone programs on wartime history prepared us well for this series. The funding resources, extensive collaboration and ample time to prepare made it all very feasible.
- What changes would you make?
  Hosting the first panel discussion within a larger city-wide veteran expo was not as successful as it could have been if presented at a library. All subsequent programs were presented at one of the Chandler Public Library branches.
- What advice would you give to others
  It is vital for others to make connections with select groups of already established military organizations. Also, it is critical to secure moderators with extensive experience, who can skillfully facilitate community conversations and post-program forums. Professional level-graphics are also important in initially attracting attendees. The library's graphic artist created a booklet of programs that was distributed throughout our service area. We also put a great deal of attention toward publicity, and ads for our programs ran in local newspapers and on NPR.

Project Name: Early Literacy- Play to Learn!

Library Name: Maricopa County Library District--Southeast Regional Library

Library Address: 775 N Greenfield Road, Gilbert, AZ 85234

Project Director: Troy Reed	e-mail: troyreed@mcldaz.org

Project Description: Early Literacy-Play to Learn! provides an interactive learning space and active play opportunities for toddlers and preschoolers to learn and improve basic literacy skills and to promote childhood development and school readiness.

Key Steps:

- We ordered and received activity centers
- Introduced activity centers and active play opportunities to families
- Continually surveyed customers and made adjustments

Partners:		Staffing:	Youth Services staff
LSTA Grant Amount:	$6000	Local Match (if any)	$
Who was the audience?	Children 0-5	How many people participated?	852 attended programs; 1000+ attended activity centers

Lessons Learned

- What did your evaluations tell you? Customers loved the changes that were implemented to the Youth area. They report spending more time at the library and interacting with other families.
- Did the project work the way you expected? Yes, it did. There were a few issues with the durability of the activity centers. It is a high use area. Some items broke or had to be repaired. We had to make some adjustments to the physical space to address overcrowding and noise.
- What changes would you make? We would slowly introduce the activity centers a little bit at a time rather than all at once.
- What advice would you give to others. We would ask other libraries with similar activity centers if they had recommendations about products and durability.

Project Name: The Makerlab: realizing imagination, creativity, and invention in Cline Library
Library Name: Northern Arizona University, Cline Library
Library Address: PO Box 6022, Flagstaff, AZ 86011-6022

Project Director: Janet Crum	e-mail: janet.crum@nau.edu

Project Description: The purpose of this project was to create a makerspace--called the MakerLab--in the Cline Library at Northern Arizona University (NAU). The MakerLab was intended to provide access to technologies, primarily 3D printing and electronic prototyping, which were not openly available at NAU. The primary target audience was NAU students, faculty, and staff. Secondary audiences included faculty, staff, and students at Coconino Community College (CCC), local K-12 students, and other northern Arizona residents. Using LSTA grant funds plus institutional matching funds, Cline Library was able to purchase 3D printers, electronic prototyping kits, and other making tools, as well as software to manage the 3D printers.

Key Steps:
- Identified and purchased hardware and software. The biggest step here was the decision to purchase a MakerBot Innovation Center, a turnkey package that includes an array of 20 3D printers + scanners, installation, and training.
- Installed and configured all hardware, software, and furniture.
- Began providing services. We processed > 3000 3D print jobs last academic year, taught workshops, provided consultations, hosted various group, and attended a variety of events focused on STEM and maker technologies.

Partners:	NAU faculty MakerBot NAU Faculty Development Upward Bound Math Science Coconino Community College	Staffing:	2 (existing) Support Systems Analyst, Senior positions serve as co-managers of the MakerLab Head, Library Technology Services oversees the program
LSTA Grant Amount:	$69415	**Local Match (if any)**	$76342
Who was the audience?	NAU faculty, staff, students Flagstaff community	**How many people participated?**	Print jobs submitted from 723 unique email addresses; 237 attendees at instruction programs; 388 attendees at presentations; several hundred people spoken with at outreach events.
Lessons Learned			

- What did your evaluations tell you? Due to some miscommunication with our trainers, we have very few evaluations. The ones we do have suggest that attendees enjoyed our programs but were not absolutely confident that they would be able to use the information provided. That suggests we may want to do more hands-on training and/or some intermediate workshops to help people apply what they have learned.
- Did the project work the way you expected? For the most part, yes. Usage has vastly exceeded our expectations, as has demand for customized training, but both of these are wonderful problems to have.
- What changes would you make? We would prepare ahead of time for faculty to apply course fees to student print jobs. We didn't anticipate that request, so we have had to scramble to accommodate it.
- What advice would you give to others? Do as much work as you can prior to receiving LSTA funds. If we had waited till we were notified that we would receive our grant, we could not have gotten the special pricing we received from MakerBot, and we would have been even more rushed to launch in time for the start of fall semester. We chose to be optimistic and plan as though we would receive the funds (though not actually committing to anything beforehand). So once the funds were available, we had quotes in hand and could move very quickly.

Project Name: Crafting Creative Community The Tuba City Public Library "Makes it Happen!
Library Name: Tuba City Public Library
Library Address: P.O. Box 190, Tuba City, AZ 86045

Project Director: Pearl Goldtooth	e-mail: goldtooth1957@yahoo.com

Project Description: Crafting Creative Community
Key Steps:

- We applied for the grant for this project.
- Hired staff and partnered with local artists to come and present their projects to the audiences; we planned and purchased crafting supplies for our weekly projects, and we invited the audiences (teen, families and adults) to come our crafting project at the library.

Partners:		Staffing: 5 staff	
LSTA Grant Amount:	$38,254.36	Local Match (if any)	$
Who was the audience? Teens, families, and adults.	Variety of age groups.	How many people participated? 1,000	

Lessons Learned

- What did your evaluations tell you? That our project was very successful and it is a continuing crafting program at our library.
- Did the project work the way you expected? Yes, the project worked as planned.

Project Name: Touch n' Learn Phase 3
Library Name: Yuma County Library District
Library Address: 2951 S 21ˢᵗ Dr. Yuma, AZ 85364

Project Director: Hannah Stewart	e-mail: Hannah.stewart@yumalibrary.org

Project Description:
Key Steps:

- First, we ordered the materials and purchased the software needed for the project. They were shipped and delivered, or downloaded.
- Second, we worked with our IT and Maintenance departments to set up the technology (iPads) and deliver the materials to the library branches.
- Third, we set up the Science Stations at each location. Twelve iPads were placed in locking docks for security and then bolted to the two tables purchased for this purpose. Each table had 6 iPads and were placed at the Foothills and Heritage library branches.
- We had open house events at each location. Both events were well attended and the Science Stations were then open to the public.
- And finally, we collected surveys, evaluated the project using attendance statistics and the survey information, and submitted the Final Report.

Partners:	N/A	Staffing:	Hannah Stewart, Veronica Shorr, Vanna Bells
LSTA Grant Amount:	$26,750.00	**Local Match (if any)**	$12,764
Who was the audience?	Children ages Birth-5	**How many people participated?**	2,410

Lessons Learned

- Our surveys and evaluations provided evidence that the project was a success. The science stations were well received by the public and they are used dozens of times a day.
- Phase 3 of the Touch n' Learn project was a little slow to get off the ground due to furniture shipping delays. Once the furniture arrived the project went as expected.
- We would have handouts of the apps on the iPads available as many parents and educators expressed an interest in utilizing them in the home and school settings.
- The Touch n' Learn project took several years to complete and the results are well worth the effort. Thousands of children will use the Science Stations over the next few years which will better prepare them to be successful in school and later along their career paths. We would recommend undertaking endeavors like the Touch n' Learn project.